



MHLA DISENROLLMENTS

This is to inform you that the MHLA program has begun disenrolling MHLA participants from the program because their application was incomplete or they did not meet the eligibility criteria. These disenrollments occurred on behalf of individuals who were disenrolled for the following reasons:

- **No/Incomplete MHLA Documents Uploaded into One-e-App (OEA).** As a contractual requirement, clinics are required to upload specific documentation into OEA before submitting the application. The required documents are 1) Proof of Identification, 2) Proof of Income, 3) Proof of Los Angeles County Residency, and 4) Signed Rights and Responsibilities document. In the event, and only in the event, that the individual truly cannot produce these required documents, i.e. because the applicant is homeless, the applicant may use an affidavit. An affidavit should only be used as a last resort, it must be completed on an approved affidavit form and enrollers must comply with all MHLA eligibility requirements and guidelines.

Therefore, each MHLA participant must have four (4) documents attached to their application. A random audit of MHLA applications from August and September found significant numbers of enrolled participants who were missing all or some of these required documents. These individuals have been disenrolled. Please note that at this time, DHS did not disenroll a participant if they were *only* missing the Rights and Responsibilities page (#4) – however this is still a required document and it is essential that clinic enrollers upload this document ASAP to ensure continued enrollment of the participant.

- **Out of Los Angeles County.** Some enrolled participants have Los Angeles County zip codes that cross county lines. A person who does not live in Los Angeles County may not be enrolled into MHLA. It is important to be certain that individuals with Pomona, La Habra and Huntington Beach zip codes live in Los Angeles County, as those cities share borders with other counties. Individuals who reside in these cities but who do not live in Los Angeles County were disenrolled.
- **Over 138% FPL.** Income calculation and family size errors by MHLA clinic enrollers led to individuals who had income in excess of 138% FPL being enrolled into the program. These individuals are being disenrolled. If you have questions about calculation of income or family size, please contact an Eligibility Subject Matter Expert (SME) Monday-Friday, 8am to 5pm, at 626-299-4388.

It is essential that clinics PEND applications that do not have all four documents uploaded. This means that an enroller assisting an applicant without all of their necessary documents must choose “**not received**” in One-e-App. This action will “pend” the application. An applicant may only be enrolled once he or she returns with the missing document(s) and the enroller uploads the remaining documents. Your pending applications are viewable in OEA as “pending submission.” So long as a complete application is submitted within the same month that the application was initiated, any visit in that month is payable. Please refer to PIN 14-08 (Revised).

Contractually, any fee-for-service claims associated with a disenrolled participant cannot be paid by DHS since the documentation supporting the individual’s MHLA eligibility was either missing or incomplete, or because they did not meet the eligibility requirements of the program. Claims associated with disenrolled participants will be denied.

MHLA PROVIDER BULLETIN #3

November 13, 2014



A MHLA disenrollment letter will be sent to these individuals informing them that they have been disenrolled. The letter indicates that the individual can re-enroll with a new application date at any time and with no penalty so long as they provide all required documentation and meet MHLA program eligibility requirements. To identify a list of your participants who have been disenrolled, have your clinic's System Administrator log onto OEA and click "Medical Home Summary" on the left side of the screen. A drop-down menu on the "Medical Home Summary" page allows clinics to search by disenrolled participants.

If you have questions, please contact your Program Advocate. If you or a colleague would like to be added to the distribution list for these notices, please email deross@dhs.lacounty.gov.